

Evaluation of health services

Steps of evaluation

- 1. Determine what is to be evaluated
- Evaluation of structure - Whether facilities, equipment's, manpower & organization meets the standard

Evaluation of process

- Diagnostic procedures, treatment

Evaluation of outcome

- Measurable benefits such as improved survival or reduced disability
- 2. Establishment of standards &

criteria

Structural criteria > Physical facilities & equipment's

Process criteria > Every ANC mother must receive 6 checkups, Laboratory technician must examine 100 blood smears

Outcome criteria

> Patient cured, Deaths occurred

3. Planning the methodology

> Standard & criteria must be included in the planning stage

4. Gathering information

> Information include political, cultural,

economic, environmental & administrative factors influencing the health situation

5. Analysis of results

Analysis & interpretation of data & feedback to all individuals concerned
6. Taking action

Strengthen or modify the services
7. Re-evaluation

Aimed mainly at rendering health activities more relevant, more efficient & more effective

Elements of evaluation

- Relevance - Relates to the appropriateness of the service, whether

it is needed at all

- Adequacy - Implies that sufficient attention been paid to certain previously determined courses of action

- Accessibility - Proportion of population that can be expected to use a facility

- Acceptability Service provided should be socially & culturally acceptable as they may not acceptable to all e.g. male sterilization, screening for rectal cancer.

- Effectiveness

Extent to which the underlying problem is prevented, Measure the degree of attainment of objectives & targets

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Efficiency

Measures of how well resources are utilized

- Impact - Expression of the overall effect of program on health & development